**Complete if Known**

(Use as many sheets as necessary)

Sheet	1	of	3
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Application Number	09/746,507
Filing Date	December 26, 2000
First Named Inventor	Dennis et al.
Art Unit	3629
Examiner Name	T.A. Dixon
Attorney Docket Number	20009.0010US01 (BS99-202)

U. S. PATENT DOCUMENTS

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FOREIGN PATENT DOCUMENTS

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12/30/2011	1.00
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Substitute for form 1449/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)		Complete if Known	
		Application Number	09/746,507
		Filing Date	December 26, 2001
		First Named Inventor	Dennis et al.
		Art Unit	3629
		Examiner Name	T.A. Dixon
Sheet 2	of 3	Attorney Docket Number	20009.0010US01 (BS99-202)

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	5	"Return on Investment Model", web.archive.org webpage of Norand.com, Feb. 6 1998, pp. 1-5.	
	6	"Norand-Payback", web.archive.org webpage of Norand.com, Feb. 6, 1998, pp. 1-2.	
	7	"Norand-Products", web.archive.org webpage of Norand.com, Feb 6, 1998, pp. 1-5.	
	8	"Norand-Case Study", web.archive.org webpage of Norand.com, Feb. 1998, pp. 1-3.	
	9	Haugen, Dyan L.; Hill, Arthur V; "Scheduling to Improve Field Service Quality", Summer 1999, Decision Sciences, 30, 3: ABI/INFORM Global, pp. 783-804.	
	10	Freedman, David H; "Case Study: Gas Attack", Aug. 25, 1997, Forbes ASAP Supplement, pp. 45-52, Dialog 01485548 01-36536.	
	11	McCarthy, Vince, "The Transformation of the Public Network", March 20, 1995, Telephone, v228n12, pp. 88-100, Dialog 0100552196-54914.	
	12	Paz, Noemi M; Leigh, William; "Maintenance scheduling: Issues, results and research needs", 1994, International Journal of Operations & Production Management, v14n8, pp. 47-69, Dialog 00956565 96-05958.	
	13	Tseng, Paul C; Lewis, Malcom; "Best Practices and Design Tips", April 1999, Contracting Business, v56, n4, p2s84(1), Dialog 06305741 54514903.	
	14	Jewett, Dale.; "Service Call", July 21, 1997, Automotive News, p61, Dialog 05140584 47847132.	

Examiner Signature		Date Considered	6/22/06
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		Art Unit	3629		
		Examiner Name	T.A. Dixon		
Sheet	3	of	3	Attorney Docket Number	20009.0010US01 (BS99-202)

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D	15	Southerland, Randy; "Not your typical garbagemon", Feb. 2000, Waste Age, 31, 2, ss50, Dialog 11970477 60110303.	
	16	"The Luxury Class Database", April 3, 1995, InformationWeek, n 521, p100+, Dialog 00593604 23168942.	
	17	Ivey, Mike; "Cub: Toughen Penalties vs. Ameritech", Sep. 7, 2000, Madison Capital Times, Madison, Wisconsin, p. 1E, ProQuest ID 59714682.	
	18	Jaffe, Charles; "Gas Supplier takes timing seriously if delivers are late, the product is free". Feb. 5, 1989. The Morning Call, Allentown, PA, p.D.01, ProQuest ID 92485879.	
	19	Lister, Karen; "Improvements cited in Portland cable service", July 21, 1995, Corpus Christi Caller Times, Corpus Christi, TX., Sec. B, p. 2, ProQuest 6892257.	
	20	"Norand-Field Service", web.archive.org webpage of Norand.com., Feb. 6, 1998, pp. 1-2.	
	21	"Norand-Training", web.archive.org webpage of Norand.com., Feb. 6, 1998, pp. 1-2.	
	22	Wood, Michael; "Fighting the paperwork nemesis", Mar. 1996, American Gas, v78n2, pp.32-33, Dialog 01179245 98-28640.	
	23	"Powering better customer service. (Boston Edison implements mobile computing solution)", May 1997, Communication News, v34, 5n, p50(2) Dialog 02070908 19414033.	
	24	Kosseff, Jeffrey; "Service Delays May Lead to AT&T Fine", Jul. 18, 2001, The Oregonian, Portland, OR., pg. C.01. ProQuest ID 75527844.	

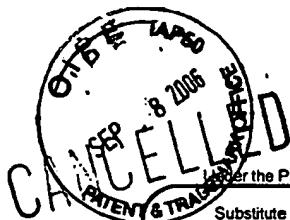
Examiner Signature	<i>Thomas A. Dixon</i>	Date Considered	6/22/06
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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**


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Sheet 1 of 3

Complete if Known

Application Number	09/746,507
Filing Date	December 26, 2000
First Named Inventor	Dennis et al.
Art Unit	3639
Examiner Name	Dixon
Attorney Docket Number	20009.0010US01 (BS99-202)

U. S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
D	1	US- 5,359,649	10/1994	Rosu et al.	
	2	US- 5,521,958	05/1996	Selig et al.	
	3	US- 5,570,283	10/1996	Shoolery et al.	
	4	US- 5,687,212	11/1997	Kinser, Jr. et al.	
	5	US- 5,857,201	01/1999	Wright et al.	
	6	US- 5,896,440	04/1999	Reed et al.	
	7	US- 5,931,917	08/1999	Nguyen et al.	
	8	US- 6,026,379	02/2000	Haller et al.	
	9	US- 6,233,541	05/2001	Butts et al.	
	10	US- 6,366,829	04/2002	Wallace et al.	
	11	US- 6,324,522	11/2001	Petersen et al.	
	12	US- 6,311,178	10/2001	Bi	
	13	US- 6,023,683	02/2000	Johnson et al.	
	14	US- 6,058,373	05/2000	Blinn	
	15	US- 6,081,789	06/2000	Purcell et al.	
	16	US- 6,341,271	01/2002	Salvo et al.	
	17	US- 5,970,472	10/1999	Allsop	
	18	US- 5,960,411	09/1999	Hartman et al.	
	19	US- 5,909,492	06/1999	Payne	

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No.	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)				
	20	EP 0 712 227	05/1996			

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Sheet 2 of 3**U. S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
<i>D</i>	21	US- 5,664,110	09/1997	Green et al.	
	22	US- 6,389,337	05/2002	Kolls et al.	
	23	US- 5,923,735	07/1999	Swartz et al.	
	24	US- 5,038,283	08/1991	Cavenay	
	25	US- 2002/0099642	07/2002	Schwankl	
	26	US- 2001/0016819	08/2001	Kolls	
	27	US- 6,101,472	08/2000	Giangarrea et al.	
	28	US- 5,974,135	10/1999	Breneman et al.	
<i>D</i>	29	US- 2003/0023601	01/2003	Fortier et al.	
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Examiner Signature	<i>Ther A. Dixon</i>	Date Considered	10/10/06
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	30	Derfler, Frank J et al, "How Networks Work", Millennium ed., Que Corp. 1/2000	
	31	White, Ron, "How Computers Work", Millennium ed., Que Corp. 09/1999	
	32	Gralla, Preston, "How the Internet Works", Millennium ed., Que Corp., 08/1999	

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Attorney Docket No. BS99-202
Application No. 09/746,507

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Examiner's
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10/30/06

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